Image View Data Bases
Used to look up income tax refund checks to see if the check was cashed. A designated staff person will also be able to retrieve a copy of the cancelled check for the taxpayer.

Overview: If a taxpayer says that he or she did not receive a refund check,
- Be sure that you are talking to the taxpayer. The taxpayer must call himself. You cannot give any information on the account to anyone else. The caller should know the amount of the refund, the full name and address, social security number and the same information for the spouse if the return was filed jointly.
- See if the refund was issued by going to **TD81** for the appropriate year.
- If you see **TRNS CODE 120**, showing a check issued and you do not see **TRNS CODE 121**, it means that the refund was issued and it has not been returned by the post office as undeliverable.
- See if the refund was issued by check or Direct Deposit, enter the number beside **TRNS CODE 120** beside Next Function on the bottom of the TD81 screen. That brings you to Financial Maintenance Detail, TD83. If the refund was Direct Deposited, you will see DIR DEP beside the Check Number. If a check was issued you will see the check number in that field.
- If a check was issued and the taxpayer asks if the check was cashed, use IMAGE VIEW DATA BASE only if it has been more than 4 weeks.

Step by Step Directions to use IMAGE VIEW DATA BASE

1. To get the check number, go into TD81. If the refund has not been returned by the post office (TRNS CODE 121) and has not been offset (TRNS CODE 128), check to see if the refund was issued by check. Enter the **number** beside the TRNS CODE 120 beside "Next Function" at the bottom of the screen. Hit Enter and go to Screen TD83, Financial Maintenance Detail.

```
09/01/05 16:05    INCOME TAX : FINANCIAL MAINTENANCE LIST        TA          TD82


TAXPAYER ID : 040-08-4132/0   JONES                ADRIENNE        S
RETURN YEAR : 2004                              ACTION : B
RETURN YEAR BAL :   TAX :            0.00    AUDIT :           0.00


  TRNS  EFFECTIVE
   CODE    DATE         PENALTY          INTEREST           TAX          PAYMENTS
  1 101 03/22/05            0.00             0.00        105.00-             0.00
  2 120 04/04/05            0.00             0.00          0.00           105.00-












 END OF LIST
 03-END                                      09-FSTPATH

 NEXT FUNCTION : 2
```

Connected to 159.247.0.67 port 23   00:00.016 24,19   IBM-3278-5   NUM

2. If a check was issued, you will see Check Number on the right side.

```
2: CATER - TN3270 Plus                                              _ □ ×
Host  Edit  View  Setup  Macros  Internet  Help

09/01/05 16:10   INCOME TAX : FINANCIAL MAINTENANCE DETAIL       TA        TD83

TAXPAYER ID : 040-08-4132/0  JONES              ADRIENNE       S
RETURN YEAR : 2004   LINE NO : 02

TRANS CODE        : 120 REFUND               DOCUMENT ID : A5069700011

EFFECTIVE DATE    : 04 / 04 / 2005   REVISED EFFECTIVE DATE :
POST DATE         : 04 / 04 / 2005

PENALTY           :            0.00      LIST NUMBER    : 50405
INTEREST          :            0.00      CHECK NUMBER   : 11173224
TAX               :            0.00      CHECK DATE     : 04 / 05 / 2005
PAYMENTS          :          105.00-

REFERENCE CODE    :
REASON CODE       : 000    SYSTEM
ADJUSTMENT NOTICE : N
LAST UPDATED BY   : TDB502


02-LIST    03-END     09-FSTPATH

NEXT FUNCTION :
Connected to 159.247.0.67 port 23              00:00.015  24,18  IBM-3278-5     NUM
```
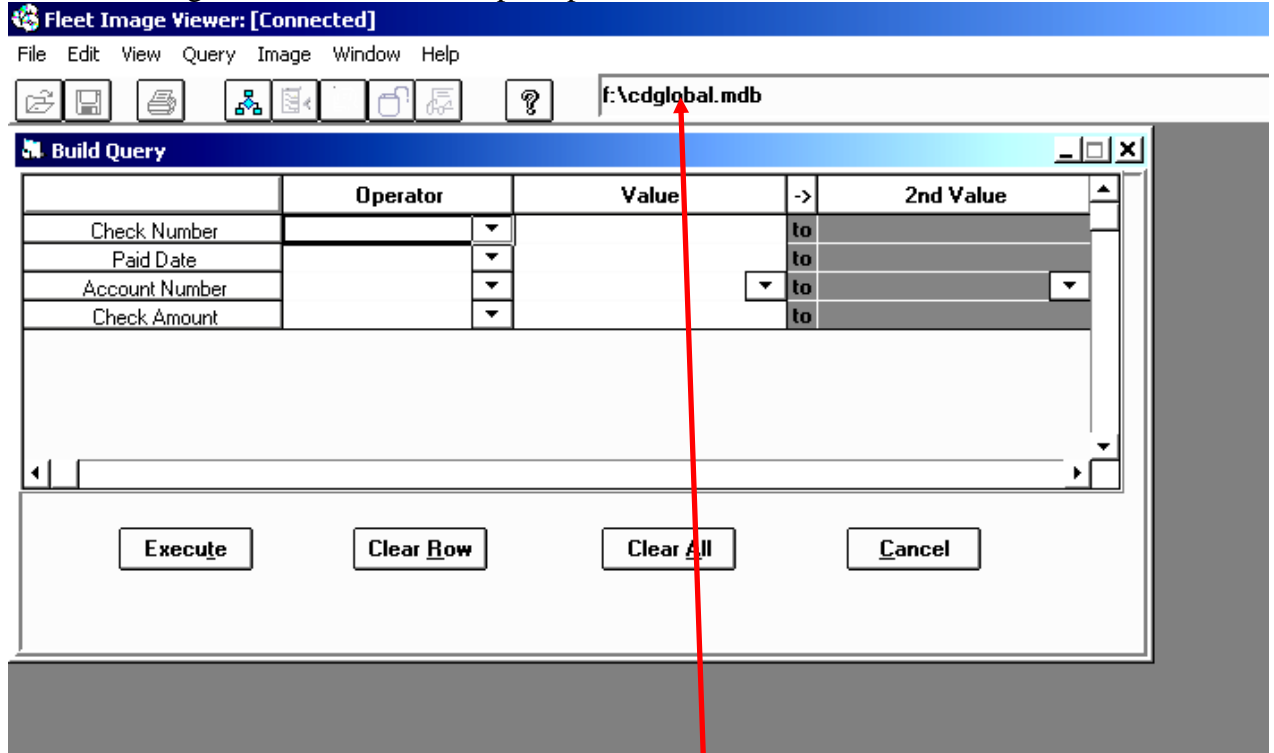
If the taxpayer wants to know whether the check was cashed and the check date is more than 2 weeks ago, you can find out by using the IMAGE VIEW DATA BASE

3. Double Click on Image View Icon on desktop:

4. The Fleet Image Viewer Screen will open up:

a. NOTE: The default data base that opens is cdglobal.mbd. You may have to change the default data base to a different data base (click to go to the directions) depending upon the date when the check was issued.

Data Bases: There are currently 4 data bases for searching for checks. The default data base is **cdglobal.mdb** which contains checks cashed from **1/3/05 – present**. The other data bases are:

- **cdglobal1.mdb 7/13/02 -12/31/04**
- **cdglobal3.mdb 1/1/00 -7/12/02**
- **cdglobal2.mdb 9/16/99 – 12/31/99**

5. Click the drop down box in the Operator field and choose "Equal to". Enter the check number in the field "Value".

Enter Check number

Choose Equal in drop

6. Click "Execute".

Fleet Image Viewer: [Connected]

File   Edit   View   Query   Image   Window   Help

f:\cdglobal.mdb

Build Query

	Operator		Value	->	2nd Value	
Check Number	Equal to	▼	11173224	to		
Paid Date		▼		to		
Account Number		▼		▼	to		▼
Check Amount		▼		to		

| Execute	Clear Row	Clear All	Cancel

Click "Execute"

7. The **"File Not Found"** box and the "Status" box will appear. The wording in the File Not Found Box will say "The image for this item is in file "XXX" on CD "XXX". That means you will not be able to see the actual check but you can still see the date it was cashed. To do so, click "OK" on the File Not Found Box. **(You may have to hit OK twice.)**
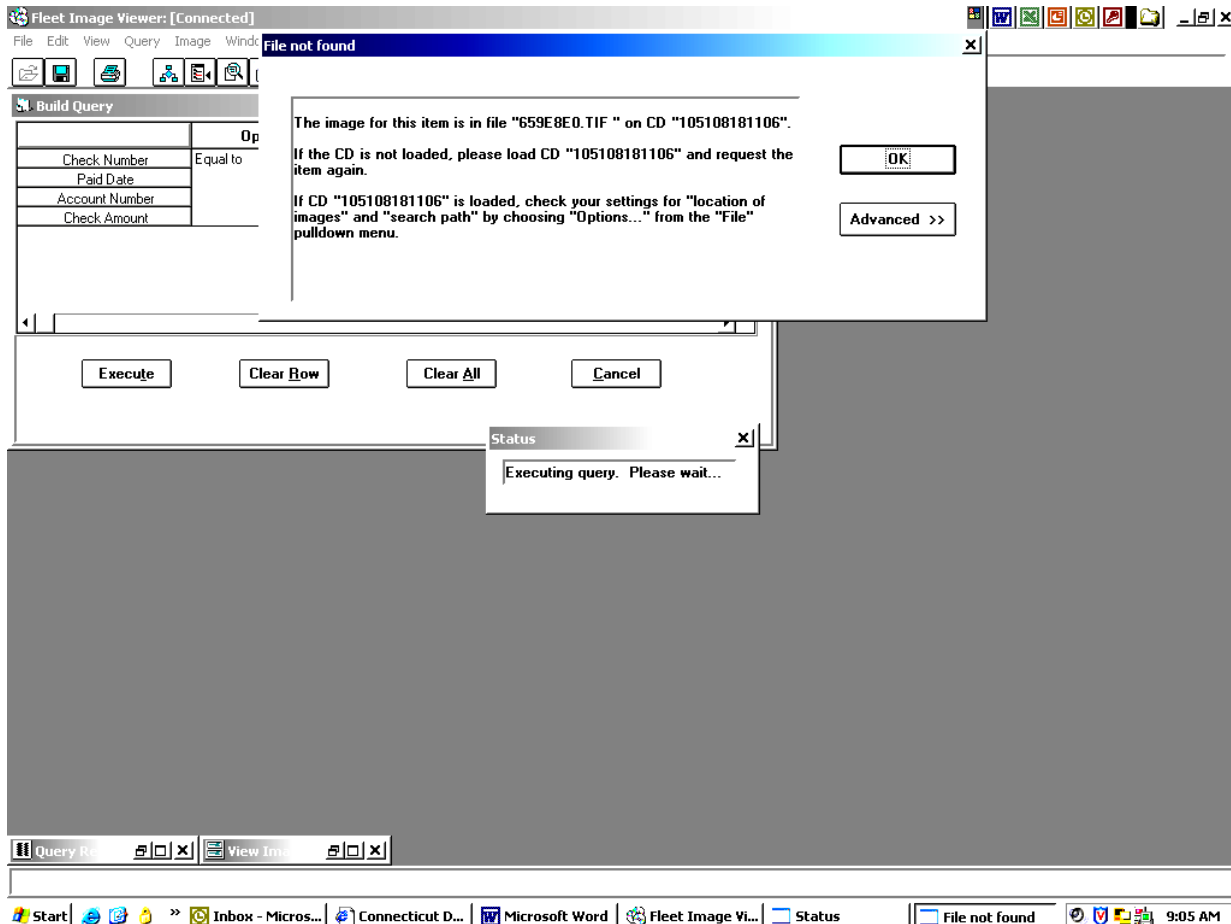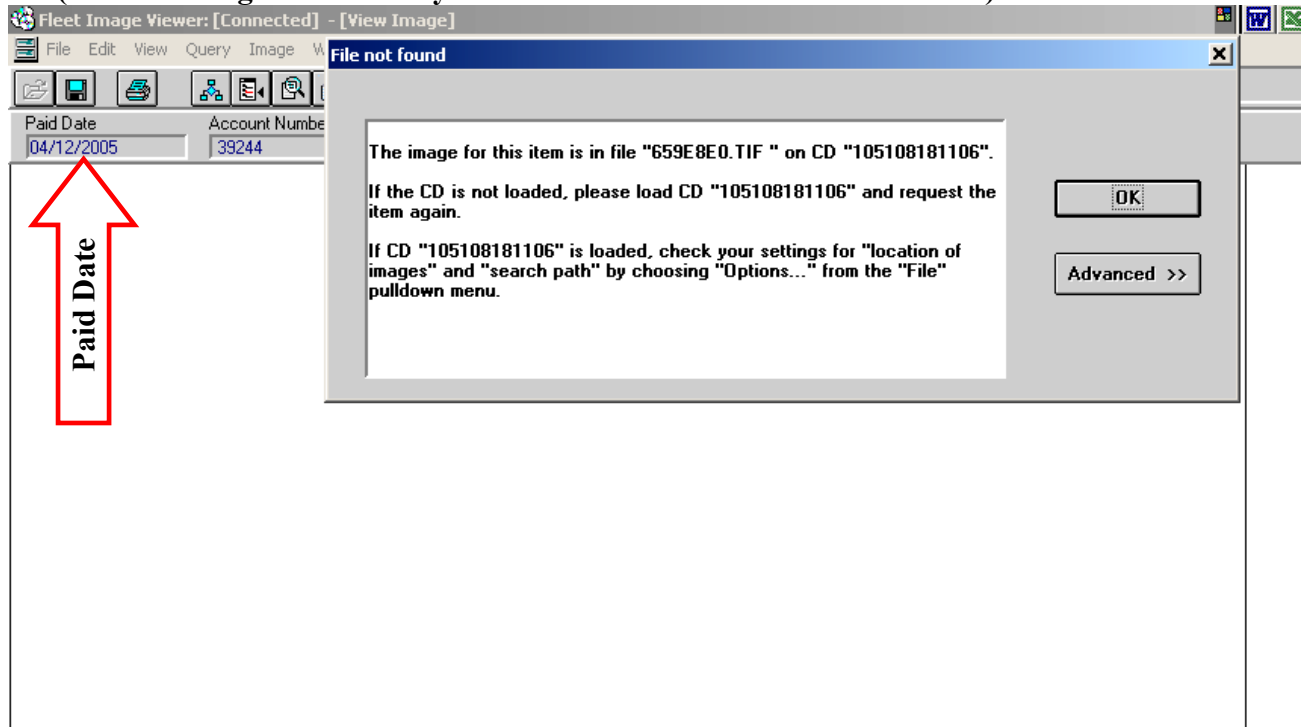
8. Then Click the box to maximize the View Image window at the bottom of your screen.

Maximize View Image Window
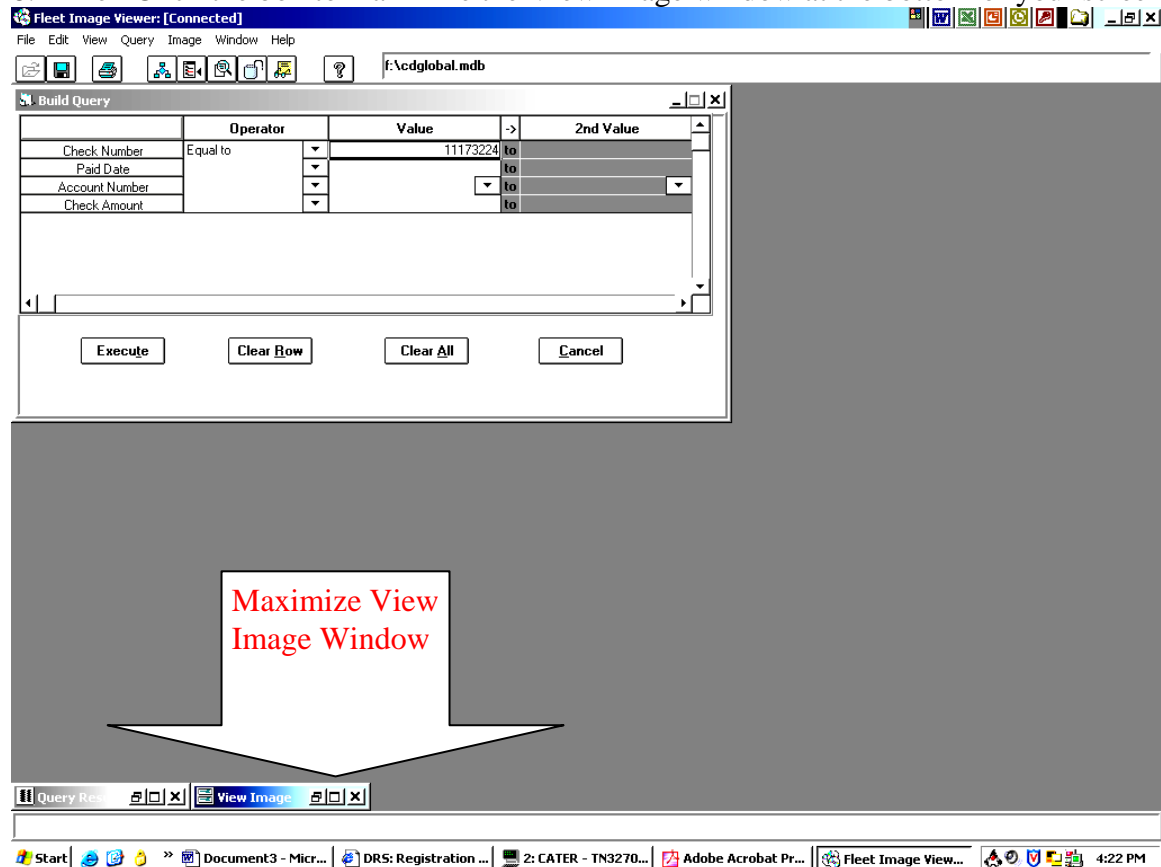
9. The "Paid Date" will be on the left side of the screen if the check was cashed. This is the date when the check was paid by our bank. You can tell the caller the date that the check was cashed. **(From looking at the check you will not know who cashed the check.)**

10. If the check was not cashed, the following image will show on your screen. The message will be "**No Records Match Search Request**". **You should then direct the taxpayer to ask for a stop payment by completing Form CT-3911 and mailing it to the address on the form.**
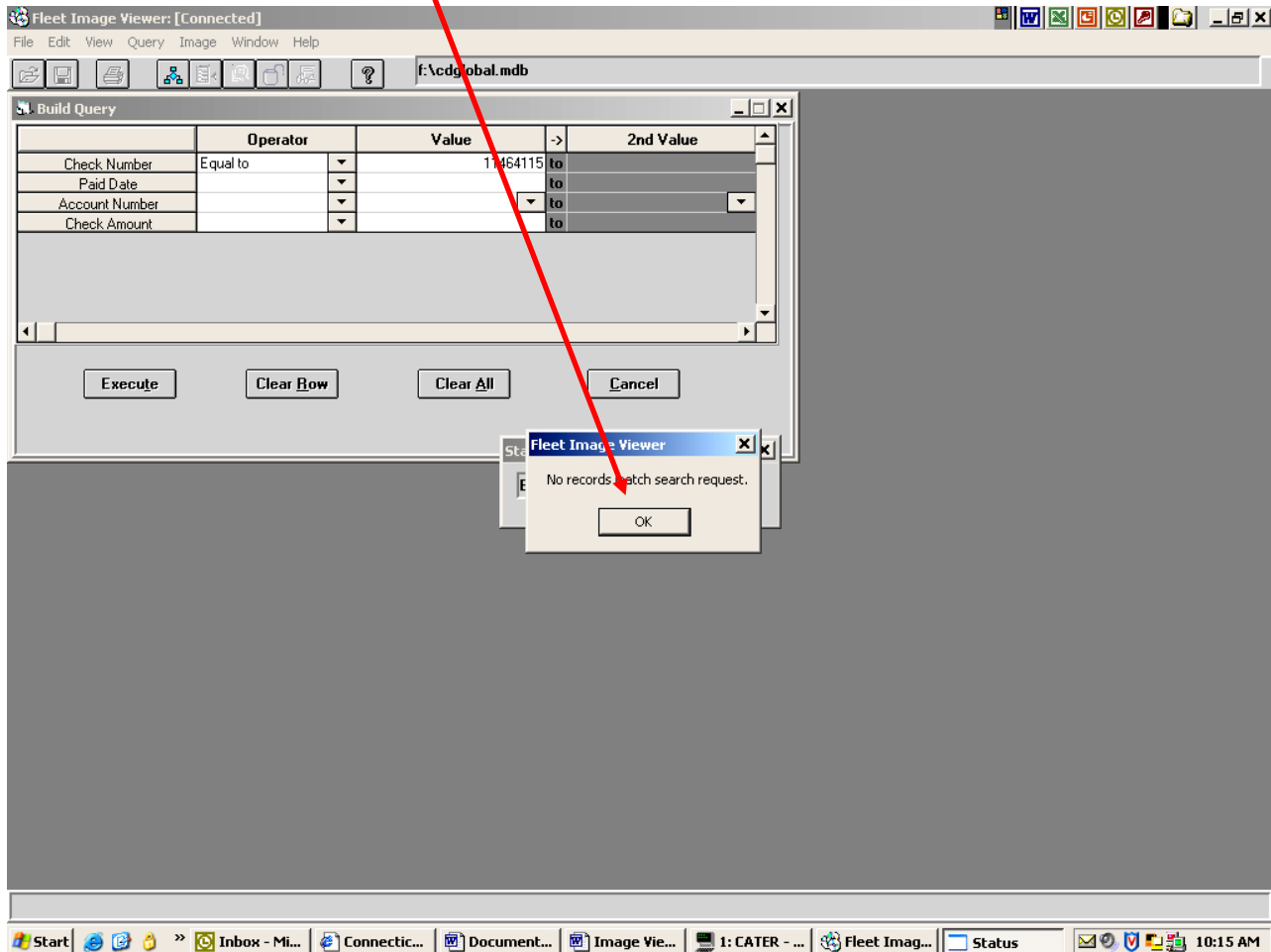
11. If the check was cashed but the caller does not have a record of receiving and cashing the check, we can retrieve the check from the Fleet Check Image CD-ROM. Complete the request form to have the designated person print out a copy of both sides of the check. That person will mail the check along with a form letter and a Fraud Affidavit. The taxpayer will be told in the form letter to complete the Fraud Affidavit if someone else cashed the check.

See attached sample of Letter and Checks with Affidavit as it would go out to Taxpayer.

12. To access the other data bases in Fleet Image Viewer, close the default data base and then click "File" and choose "Open Export DataBase", from which you will select the data base that covers the correct time period. The other data bases are:

   - **cdglobal1.mdb 7/13/02 -12/31/04**
   - **cdglobal3.mdb 1/1/00 -7/12/02**
   - **cdglobal2.mdb 9/16/99 – 12/31/99**
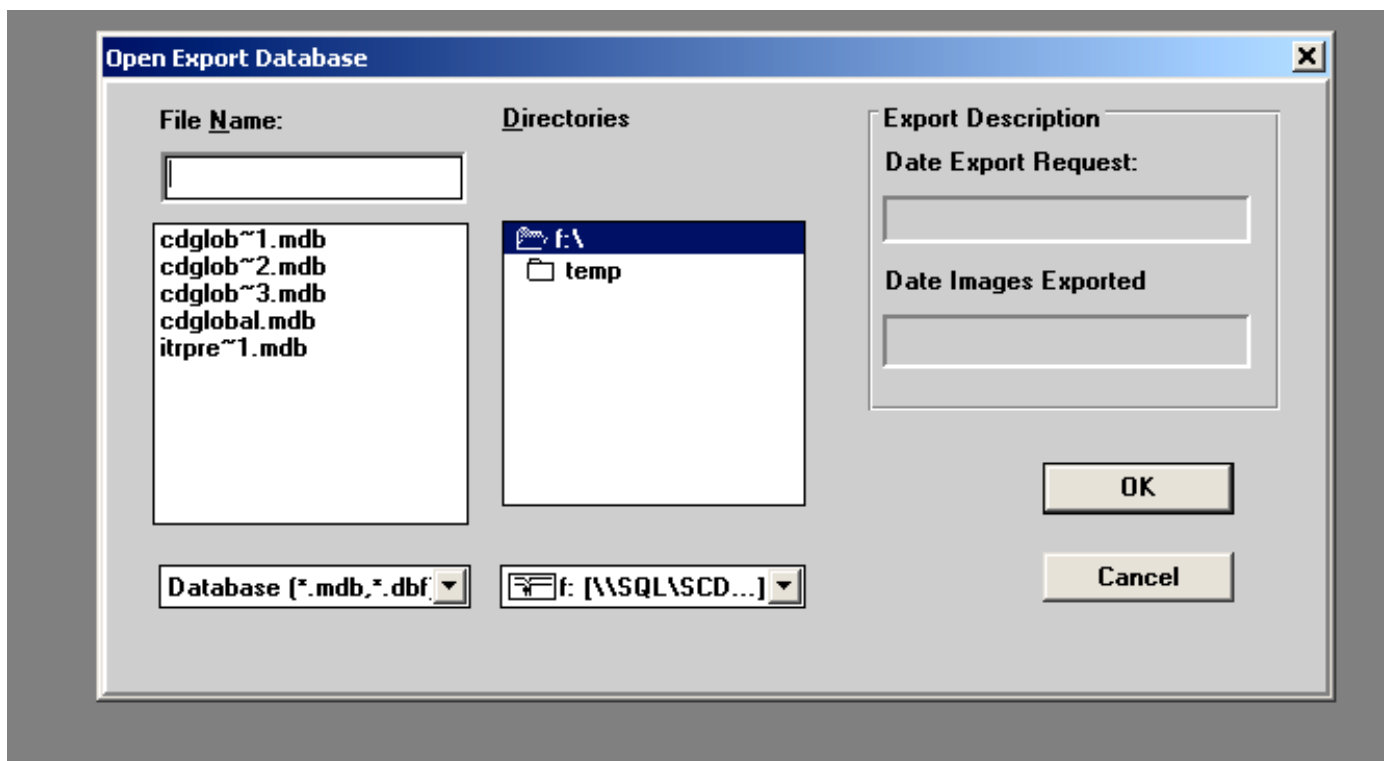
P:\PerTPS\Public\Training\Call Center Training\Image View Data Bases.doc